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107180498  
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JULY 5/5/99

PATENT NUMBER and  
ISSUE DATE

U.S. UTILITY Patent Application

| APPL NUM | FILING DATE | CLASS | SUBCLASS | GAU  | EXAMINER |
|----------|-------------|-------|----------|------|----------|
| 10080498 | 08/01/2001  | 379   | 209      | 2642 | Vh, V.   |

\*\*APPLICANTS: Hunt J.; Atkinson Wesley; 2154

\*\*CONTINUING DATA VERIFIED:

THIS APPLICATION IS A CIP OF 08/940,549 09/30/1997

\*\* FOREIGN APPLICATIONS VERIFIED:

|                                                                                                                                         |                                         |                                                                                                                      |                                |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------|
| PG-PUB                                                                                                                                  | DO NOT PUBLISH <input type="checkbox"/> | RESCIND <input type="checkbox"/>                                                                                     |                                |
| Foreign priority claimed<br>35 USC 119 conditions met<br>Verified and Acknowledged Examiner's initials                                  |                                         | <input type="checkbox"/> yes <input type="checkbox"/> no<br><input type="checkbox"/> yes <input type="checkbox"/> no | ATTORNEY DOCKET NO<br>COS97053 |
| TITLE : Monitoring system client with call center layout and design capabilities<br>U.S.DEP'T. OF COMM./PAT. & TM-PTO-436L (Rev. 12-94) |                                         |                                                                                                                      |                                |

|                                                                                                                                                                                                                                                                                                  |           |                      |                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------|---------------------|
| NOTICE OF ALLOWANCE MAILED                                                                                                                                                                                                                                                                       |           | CLAIMS ALLOWED       |                     |
|                                                                                                                                                                                                                                                                                                  |           | Total Claims         | Print Claim for O.G |
| ISSUE FEE                                                                                                                                                                                                                                                                                        |           | DRAWING              |                     |
| Amount Due                                                                                                                                                                                                                                                                                       | Date Paid | Sheets Drwg.         | Figs.Drwg.          |
|                                                                                                                                                                                                                                                                                                  |           | Print Fig.           |                     |
| Primary Examiner                                                                                                                                                                                                                                                                                 |           |                      |                     |
| TERMINAL<br>DISCLAIMER                                                                                                                                                                                                                                                                           |           | Application Examiner |                     |
| PREPARED FOR ISSUE                                                                                                                                                                                                                                                                               |           |                      |                     |
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